



Michael D. Barker, Director

May 28, 1996

Jennie Gies
133 Beal Parkway
Ft. Walton Beach, FL 32548

Dear Mrs. Gies,

This letter is to serve as a request from the Walton County Department of Public Safety for you to increase the cellular coverage in South Walton County. Currently along the coast from the Inlet Beach area on the East end of South Walton County until Sandestin on the West side of Walton County the cellular coverage is poor. This makes it difficult for Emergency Agencies to use cellular phones that are on 360 Communications in that area because of the fact that the signal is weak. Not only have I experienced this problem and other emergency agencies in the county but several private businesses that I have referred to 360 Communications for cellular service have also expressed to me the dissatisfaction in the coverage in those areas in South Walton County. Again if there are any means possible to increase this coverage in South Walton County it would be of great benefit to both the emergency agencies as well as other customers on your cellular service. Thank you for your consideration in this matter.

Thank you,

A handwritten signature in black ink, appearing to read "Michael D. Barker", is written over the typed name.

Michael D. Barker, Director
Department of Public Safety
Walton County



October 25, 1994

Ms. Jennie Gies
General Manager
Sprint Cellular
133 Beal Parkway
Ft. Walton Beach, FL 32548

Dear Ms. Gies:

I am writing this letter to request that you assist us in our need for enhanced cellular service along County Road 30A in Seagrove Beach. While your service capabilities in the Destin/Fort Walton areas are exemplary, our offices in the Seagrove area of South Walton County lack adequate cellular service to be as effective as they need to be in their daily business operations. As you are aware, the Seagrove area is growing at a rapid pace and now accounts for over 51% of our company's \$130 million business operations. It is imperative that we receive a level of service greater than what is currently being provided in terms of reception and ability to utilize the cellular equipment for our field personnel.

Ms. Gies, please tell us how we can help in enhancing the reception and service capabilities of our cellular phones in this rapidly developing area of South Walton County. Thank you in advance for your help and cooperation with this matter.

Sincerely,

A handwritten signature in cursive script that reads "James S. Olin".

James S. Olin
President/CEO

JSO/sd

CLEARLY THE QUALITY CHOICE



P.O. Box 30 • 35000 Emerald Coast Parkway • Destin, Florida 32541 • (904) 837-3700 • FAX (904) 837-5390

October 20, 1994

Jennie Gies
Sprint Cellular
133 Beal Parkway, N.W.
Fort Walton Beach, FL 32548

Dear Ms Gies:

I currently have three cellular phones that are tied in with your service. Two are use consistently in my business.

My area of operation in my business is primarily south Walton County and Destin, FL. I do on occasions go to Fort Walton Beach, DeFuniak Springs, and very rare occasions to Baker.

The service that I am receiving in South Walton County, specifically Seaside, Seagrove Beach, and Grayton Beach, leaves a lot to be desired. On one service vehicle, the phone is plugged into the cigarette lighter at the start of the day, is turned on and remains on for the rest of the work day. I have trouble reaching this phone - I consistently get the message that the phone is out of range or that the customer has reached their destination. The vehicle is in the South Walton area, and the phone is on. The operator of the phone can and does call out on the phone from the same area.

Second problem, when entering the Grayton, Seaside, Seagrove Beach area, I find that I am on the ROAM function of the phone - i.e. Panama City tower. In the past five years, I have made two trips out of Walton County to Panama City for work. Of course, I am being charged for the ROAM function while remaining in Walton County and supposedly being on the Grayton Beach tower.

I have refused to utilize the long distance calling from my mobile phone when I have been unable to dial Santa Rosa Beach or Freeport, when I have been in these areas. I have instructed my employ to use land line if he is unable to get out when in these areas.

Both the added expense (ROAM Charges), and lack of satisfactory service (inability to make contact with an operating phone) is quite irritable. I have experienced loss of revenue and added expense due to our inability to make contact with a service vehicle.

Would you please get the Grayton Beach tower functioning as it should so that contact between my office/answering service and vehicles can be accomplished. Can I get some relief on the ROAM charges?

Carl M. Mauldin, Jr.



October 31, 1994

Ms. Jennie Gies, General Manager
Sprint Cellular

Dear Ms. Gies:

I own a cellular phone for which you provide service in the South Walton County area. As you know we have had serious reception problems in this area as long as we have had service with you in the late 1980's.

This is a request for you to pass on to the FCC this on going problem for South Walton County in hopes that they will respond and allow you to provide us better service in this area.

I thank you in advance for any help you can give us.

Kind Regards,

Richard Ueldman

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Fax (904) 267-3153



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